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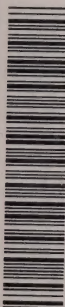
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Government
Publications

A Guide to The Landlord and Tenant Act

PART IV

(RESIDENTIAL PREMISES)



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RENT CONTROL



Ontario

Ministry
of
Housing

A GUIDE TO THE LANDLORD AND TENANT ACT

PART IV

(RESIDENTIAL PREMISES)

This brochure is intended as a guide to Part IV of the *Landlord and Tenant Act*.

It provides general information about the law as of August 22, 1994. Landlords and tenants should read the Act itself for an exact statement of the law.

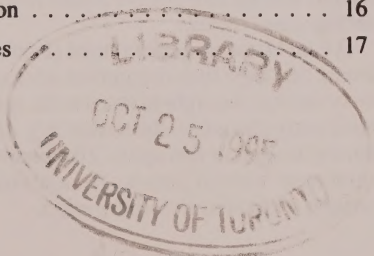
This brochure reflects amendments to the *Landlord and Tenant Act* made by the Residents' Rights Act (Bill 120), which came into effect on August 22, 1994.

Copies of the *Landlord and Tenant Act*, the *Rent Control Act* and the *Rental Housing Protection Act* may be obtained from any of the area Rent Control offices listed at the back of this booklet.

The *Ontario Human Rights Code* contains provisions that govern the factors Ontario landlords may use in selecting tenants. Detailed information about the Code is available from Human Rights Commission offices throughout the province.

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THE LANDLORD AND TENANT ACT

By law, all landlords and tenants in Ontario have certain rights and obligations regarding the rental of accommodation.

Part IV of the *Landlord and Tenant Act* concerns **residential** rental dwellings in Ontario

This booklet is your guide to Part IV of the Act. It will help you understand how the law affects both landlords and tenants.

WHO IS AFFECTED?

The law gives both landlords and tenants certain rights and obligations, whether or not there is a written agreement. These rights and obligations cannot be given up, or “waived,” by either the tenant or the landlord, regardless of any verbal or written agreement.

Dwellings occupied by roomers, boarders and lodgers, and some types of care homes are also covered by Part IV of the Act.

WHAT IS A RESIDENTIAL DWELLING?

Part IV of the Act covers any property used (or intended for use) as a residence. This includes many different kinds of dwellings, such as apartments, houses, town-houses and mobile home sites.

Some types of accommodation are **not** covered by the Act. (See **DWELLINGS NOT COVERED BY THE ACT**, page 15 of this booklet.)

TENANCY AGREEMENTS

A tenancy agreement is an arrangement between a landlord and a tenant which allows the tenant to live in accommodation owned by the landlord. Once the agreement takes effect, the tenant is legally in possession of the dwelling, although the landlord is still the owner.

A tenancy agreement can be oral or written. For a care home unit, the agreement **must** be in writing.

A care home tenancy agreement must set out what care services and meals the landlord will provide to the tenant, and the charges the tenant must pay for these services and meals.

A care home agreement must also tell the proposed tenant that for a five-day period after it has been signed, he or she has the right to discuss the agreement with a third party chosen by the tenant (e.g. a friend, relative, doctor, lawyer, or therapist). The tenant may cancel the agreement without penalty, by notifying the landlord in writing within the five-day period.

If the tenancy agreement is in writing:

The landlord must deliver a copy of the agreement to the tenant within 21 days after it has been signed by the tenant. If the landlord does not meet the 21-day deadline, the tenant does not have to keep any promises set out in the tenancy agreement until a copy of it is delivered.

If the tenancy agreement is verbal:

Both the landlord and the tenant should have a clear understanding of the facilities and services included in the rent, as well as any other terms and conditions agreed upon, before the tenancy begins.

Although verbal agreements are valid, it is easier to prove the contents of a written agreement in the event of a dispute.

Whether written or verbal, a tenancy agreement can be for a fixed term (whether a week, a month, a year or several years), or for an unspecified period of time, i.e. with no pre-set ending date.

SECURITY DEPOSITS

A landlord can ask a tenant to provide a security deposit at the beginning of a tenancy.

By law, the amount of the security deposit is limited to the rent for one rental period (e.g., one week, one month, etc.), up to a maximum of one month. A security deposit must not exceed the rent for one month, even if the rental period is longer than one month.

A security deposit is to be used only for payment of rent for the last rental period of the tenancy. It cannot be used as payment for repair of damage to the dwelling, or for any other purpose. If a tenant believes the security deposit has been used for an unauthorized purpose, he or she can apply to the Ontario Court of Justice, General Division for a refund of the deposit plus interest.

As long as a security deposit is held by a landlord, he or she must pay the tenant annually interest at the rate of 6% of the amount.

A landlord cannot require a tenant to provide postdated cheques for the rent.

“KEY MONEY” NOT ALLOWED

Ontario's *Rent Control Act* makes it illegal to charge “key money” or any other payment in addition to a security deposit and the lawful rent for the dwelling.

Neither a landlord nor a tenant can charge “key money” or any other payment from a tenant, a prospective tenant, or a sub-tenant in return for the opportunity to rent a residential dwelling.

Persons convicted of charging key money face a fine of up to \$5,000 for individuals and up to \$50,000 for companies.

PRIVACY/ACCESS

A tenant has the right to privacy. In general, the landlord needs the tenant's consent before entering the rented dwelling, unless there is an emergency.

If a landlord wants to show the dwelling to a possible new tenant, the agreement with the current tenant must give the landlord a right to enter for this reason. A landlord can also enter to clean the dwelling if the agreement requires the landlord to regularly clean it.

In both of these situations, the landlord does not have to tell the tenant in advance that the dwelling will be entered.

If a landlord wants to enter for any other reason, the landlord must have a right to do so under the agreement with the tenant. If there is a right of entry in the agreement, the landlord must give the tenant at least 24 hours written notice that the dwelling will be entered.

The notice must tell the tenant when the time of entry will be. It must be during daylight hours, and the tenant does not have to be there when entry takes place.

Neither a landlord nor a tenant can change the lock on any door giving entry to the dwelling without consent from the other.

REPAIRS AND MAINTENANCE

Landlords must keep dwellings in good repair and fit for living in, regardless of the condition when a tenant moves into it. They must also comply with all health, safety and housing standards set by law.

Tenants must keep the dwellings clean, unless the tenancy agreement makes it the landlord's responsibility. Tenants must also repair any damage they or their guests cause, whether it was deliberate or by accident.

If a dwelling is not properly maintained or repaired by a landlord, a tenant can ask the Ontario Court of Justice (General Division) to:

- order the landlord to properly maintain the dwelling or make any necessary repairs;
- grant the tenant an "abatement of rent" (a temporary reduction in rent) because the landlord did not properly maintain or repair the dwelling.

Tenants can also complain to their municipal government to see if the lack of maintenance or repair violates a property or building standards bylaw. If there is a violation of the bylaw, the municipal government can issue a "work order" which requires the landlord to correct the problem by a certain deadline.

If this deadline is not met by the landlord, a copy of the work order is sent to the area Rent Control office, which will issue an order that prohibits the landlord from charging any rent increases until the problem is corrected.

If there is no property standards bylaw in the municipality where a tenant lives, a complaint may be made directly to the Maintenance and Standards Unit of Rent Control (call 416-585-7405 in the Toronto area or 1-800-387-4451 toll-free).

If a tenant fails to keep a dwelling clean (except where the landlord is responsible for this), or does not pay the landlord for any damage caused by the tenant or their guests, the landlord can ask the court to:

- order the eviction of the tenant;
- order the tenant to pay the landlord for any damage;
- order the tenant to clean the dwelling or repair any damage.

Emergency Repairs

In an emergency, and if the landlord cannot be contacted or does not respond, a tenant might have to pay the immediate cost of repairs. The tenant should keep receipts for all repairs, and give them to their landlord with a request for repayment.

A tenant should always attempt to obtain the landlord's agreement before subtracting or withholding the cost of repairs from their rent. If not, a landlord might consider the tenant to be in arrears of rent, and seek to evict them. The court could allow the eviction if it doesn't agree with the tenant's reasons for withholding rent.

SUBLETTING

A tenant (other than one in subsidized or public housing) is allowed to sublet, assign or otherwise part with possession of a rental building.

However, some tenancy agreements specify that the landlord has the right to consent to a subletting or assignment. This consent cannot be withheld by the landlord without reasonable cause.

In a dwelling in a care home, the Act says a landlord has reasonable cause to refuse a sublet or assignment to someone who does not meet the admission requirements the landlord has for renting the dwelling.

By law, the landlord can charge the outgoing tenant reasonable expenses for giving consent.

In the event of a dispute over subletting or assignment, a landlord or a tenant can apply to the Ontario Court of Justice, General Division.

MOBILE HOMES AND LAND LEASE COMMUNITIES

The Act covers rental or tenancy agreements in a mobile home park or a land lease community, including where:

- The tenant rents a mobile home unit in a mobile home park, or a house in a land lease community;
- The tenant owns the mobile home unit, or a house in a land lease community, but rents the site on which the unit or house is placed or built.

Most rules in the Act that apply to apartments and other rented dwellings also apply in a mobile home park or land lease community. However, there are some special rules for these two particular rental arrangements. These are explained in another booklet, "Mobile Home Parks and Land Lease Communities: Your Rights and Responsibilities," available at your Rent Control office.

RENT INCREASES

Under the *Rent Control Act* the rent for most rental dwellings can be increased only once every twelve months. In addition, there are limits on the increase that can be charged.

A landlord must give a tenant proper written notice of a rent increase at least 90 days before the end of the tenancy period or term, regardless of the amount of increase.

For further information about rent increases and notices of rent increase, contact your area Rent Control office and ask for details about "Rent Control."

ENDING A TENANCY

Under the *Landlord and Tenant Act*, a tenant is not obliged to move out of a rented dwelling simply because the term of the tenancy or lease comes to an end.

When a fixed-term tenancy agreement expires without the landlord and tenant entering into a new agreement, the tenancy is automatically renewed on a month-to-month basis under the same terms and conditions as the expired agreement.

A landlord or a tenant who wants to end, (or "terminate,") a weekly, monthly, yearly or any other tenancy must give proper written notice. (See **NOTICE OF TERMINATION** on page 8 of this booklet).

A tenant who wants to terminate an agreement at the end of a tenancy is not required to provide a reason for the termination.

A landlord can terminate a tenancy only for certain reasons. (See **TERMINATION BY A LANDLORD** on page 9 of this booklet).

If a landlord and a tenant mutually agree in writing to end a tenancy on a specific date, there is no need for a Notice of Termination to be given.

NOTICE OF TERMINATION

A Notice of Termination from either a landlord or a tenant must:

1. be in writing; and
2. identify the dwelling; and
3. specify the date the dwelling is to be vacated (the termination date); and
4. be signed by the person giving the Notice (or by his or her agent).

A Notice of Termination from a landlord must also:

5. state the reason and supporting details for termination of a tenancy; and
6. explain what the tenant can do to avoid having to move; and
7. point out that a tenant is not forced to leave simply because the Notice has been served but that the landlord may apply to Court to regain possession of the unit. A tenant has a right to dispute this application. (See **DISPUTING A TERMINATION BY A LANDLORD** on page 13 of this booklet.)

SERVING A NOTICE OF TERMINATION

A Notice of Termination from a tenant to a landlord (or to a landlord's agent) can be delivered personally or sent by regular mail. If the Notice is sent by mail, the *Landlord and Tenant Act* assumes it is delivered on the third day after the date of mailing.

A Notice of Termination from the tenant must be given to the landlord as follows:

- for monthly tenancies, at least 60 days before the last day of the final month of the tenancy;
- for fixed-term tenancies, at least 60 days before the last day of the tenancy; or
- for weekly tenancies, at least 28 days before the last day of the final week of the tenancy.

Note: For monthly or weekly tenancies, the tenancy period does not necessarily mean 'calendar' weeks or months. For instance, a monthly tenancy could begin January 15. A tenant in this circumstance who wants to move in July must give a Notice of Termination no less than 60 days before July 14 (the last day of the final month of the tenancy). The termination then becomes effective on July 14.

In the case of a Notice of Termination from a landlord to a tenant, the landlord must attempt to deliver the Notice personally. However, if the tenant is away, or appears to be avoiding notification, the landlord can:

- hand the Notice to a person in the tenant's dwelling if that person appears to be 18 years or older; or

- post the Notice in a conspicuous place in the dwelling;
or
- send the Notice to the dwelling by registered mail
(the Act assumes it is delivered on the third day after
the date of mailing.)

If a Notice of Termination from a tenant or a landlord is late – by even one day – it is not valid and must be given again. The same time limits as previously outlined again apply.

TERMINATION BY A LANDLORD

The *Landlord and Tenant Act* allows a landlord to end a tenancy only for certain reasons. The reason(s) for termination must be stated in detail in the landlord's Notice of Termination.

The landlord must also abide by the notice periods and requirements for ending a tenancy as listed in **PROCEDURES FOR EARLY TERMINATION BY A LANDLORD** and **PROCEDURES FOR TERMINATION BY A LANDLORD AT THE END OF A TENANCY** on pages 10 and 12 of this booklet.

EARLY TERMINATION BY A LANDLORD

A landlord can terminate a tenancy before the end of the tenancy term (i.e., during the term of the agreement) for any of the following reasons:

Failure to Pay Rent – if a tenant fails to pay the rent on the day it is due;

Undue Damage – if a tenant or a tenant's guests wilfully or negligently cause damage to the dwelling;

Disturbing Others – if a tenant's conduct or the conduct of a tenant's guest cause a disturbance that substantially bothers any other tenant or the landlord;

Overcrowding – if the number of people living in the dwelling is more than the number allowed by health, safety or housing standards;

Impairing Safety – if the safety of any other tenant is seriously impaired by a tenant's conduct;

Illegal Acts – if a tenant commits or permits an illegal act, or conducts an illegal business, in the dwelling;

Misrepresenting Income in Public Housing – if a tenant in public or subsidized housing knowingly gives false information about his or her income or the income of other family members living in the dwelling.

Animals, Pets – if an animal of the same species has in the past substantially interfered with the reasonable enjoyment of the landlord or another tenant, or the presence of an animal of that species has caused the landlord or another tenant to suffer a severe allergic reaction, or the presence of an animal of that species or breed is inherently dangerous to the landlord or another tenant.
Note: Breach of a “No Pets” clause in a tenancy agreement is not, by itself, a reason for early termination.

PROCEDURES FOR EARLY TERMINATION BY A LANDLORD

1. Failure to Pay Rent:

The landlord must give 20 days notice (in the case of a monthly, yearly or fixed-term tenancy) or 7 days notice (in the case of a daily or weekly tenancy).

The notice **must** inform the tenant that he or she has 14 days (in the case of a monthly, yearly or fixed-term tenancy) or 7 days (in the case of a daily or weekly tenancy) to pay the rent owing and avoid having to move out.

If the tenant does not pay the rent within the specified time period, and does not move out, the landlord can apply to the Ontario Court of Justice, General Division for an order permitting eviction of the tenant and/or ordering the tenant to pay the arrears in rent.

Note: It is illegal for a landlord to seize a tenant's personal property if the tenant is behind in rent.

2. Damage:

3. Disturbances:

4. Overcrowding:

5. Impairing Safety:

In these four instances, the landlord must give 20 days notice of termination. The notice **must** inform the tenant that he or she has 7 days to correct the situation or stop the activities spelled out in the notice in order to avoid having to move out.

Note: If the tenant corrects the breach within the allotted 7 days, the notice of termination becomes invalid. However, if, within six months, there is a second breach by the tenant of any of items 2-5 above, the landlord can give only 14 days notice and can immediately apply for a court order permitting the tenant's eviction.

6. Illegal Acts:

7. Misrepresentation of Income in Public Housing:

In these instances, the following procedures apply:

The landlord must give 20 days notice and can apply immediately for a court order permitting the tenant's eviction.

TERMINATION BY A LANDLORD AT THE END OF A TENANCY

A landlord can terminate a tenancy at the end of the tenancy term for any of the reasons noted above under early termination and for the following additional reasons:

Landlord's Own Use – if the landlord needs the dwelling for accommodation for himself or herself; for his/her spouse; for children of the landlord or spouse; or for the parents of the landlord or spouse;

Persistent Late Rent – if a tenant has persistently failed in the past to pay the rent on the day it is due;

Ceasing to Qualify – if a tenant no longer qualifies for tenancy in public or subsidized housing;

Employment Ended – if a tenant was provided the dwelling by an employer and the tenant's employment ends;

Demolition, Conversion, Major Repairs or Renovation – if a tenant must move because:

- the landlord plans to demolish the building;
- the landlord plans to put the rental property to some other use (i.e., as an office) and will no longer rent it as a dwelling;
- the landlord plans extensive repairs or renovations which require a building permit and vacant possession is required (for instance when it would be impractical or unsafe for a tenant to continue living in the dwelling while the work is underway). (See **DEMOLITION, CONVERSION OR RENOVATION** on page 13 of this booklet).

Failed Condominium Sale – if a tenancy is the result of an agreement to purchase a proposed condominium unit, and the agreement falls through.

Therapy/rehabilitation program ends – where a dwelling is occupied by the tenant to receive therapy or rehabilitation, and (i) the period of occupancy agreed to between the landlord and tenant has ended, and (ii) no other tenant in the building who is receiving therapy or rehabilitation lives there longer than two years.

PROCEDURES FOR TERMINATION BY A LANDLORD AT THE END OF A TENANCY

1. Landlord's Own Use:

The landlord must give 60 days notice before the end of the tenancy.

If the tenant does not move from the dwelling by the termination date, the landlord can apply for a court order allowing eviction of the tenant.

2. Persistent Late Rent:

3. Ceasing to Qualify:

4. Employment Ended:

5. Failed Condominium Sale:

6. Therapy/rehabilitation ended:

In any of these instances:

The landlord must give 60 days notice (in the case of a monthly, yearly or fixed-term tenancy) or 28 days notice (in the case of a weekly tenancy) before the end of the tenancy.

If the tenant does not move by the termination date, the landlord can apply for a court order.

7. Demolition, Conversion, Major Repairs or Renovation:

The landlord must give 120 days notice before the end of the tenancy.

A tenant who receives a notice for any of these reasons may leave before the 120 days by giving the landlord at least 10 days written notice that he or she will vacate the dwelling on this earlier, specified date.

A tenant who receives a notice because extensive repairs or renovations will be done has the right, if he or she so advises the landlord in writing before leaving, to re-occupy the dwelling once the work is completed. If the tenant wants to re-occupy the unit, he or she is entitled to the lowest rent that would be charged to any other tenant. A tenant who wants to exercise this "right of first refusal" must give or send the landlord, by registered mail, a forwarding address where he or she can be reached while the work is being done.

8. Termination of Caretaker's Tenancy:

Special provisions apply to a landlord's termination of the tenancy of a caretaker, janitor, manager, watchman, security guard or superintendent.

Unless otherwise agreed, the tenancy ends on the day the employment ends. The person has one week, rent-free, in which to move out of the dwelling.

Note: A landlord who wants to terminate at the end of a tenancy must make the termination effective on the last day of the fixed term or period of the tenancy. A weekly or monthly tenancy period does not necessarily mean 'calendar' weeks or months. For instance, a monthly

tenancy could begin January 15. A landlord who wants a tenant to move in July would have to make the termination effective July 14 and follow the time limits on the previous page for serving a Notice of Termination.

DEMOLITION, CONVERSION, MAJOR REPAIRS OR RENOVATION

Under the *Rental Housing Protection Act*, certain restrictions apply to activities that reduce the existing supply of affordable rental housing in Ontario. Municipal approval may be necessary to convert, demolish, renovate, extensively repair, sever or change the use of rental housing or a site in a mobile home park or land lease community.

Where the Act applies, such approval must be obtained before a landlord can serve a Notice of Termination. A copy of the approval must be attached to the Notice of Termination.

Failure to obtain approval where necessary, and/or failure to provide a tenant with a copy of the approval along with a Notice of Termination is illegal.

For further information about restrictions to demolishing, converting or effecting major repairs or renovation, contact your area Rent Control office and ask for the booklet on “The Rental Housing Protection Act.”

DISPUTING A TERMINATION BY A LANDLORD

A tenant is entitled to dispute a landlord’s reason for ending a tenancy.

If a tenant intends to dispute a termination, he or she is not required to move out of the rental dwelling unless the Ontario Court of Justice, General Division subsequently orders the tenant to be evicted.

A TENANT’S RIGHTS AND LEGAL REMEDIES

A tenant has the right to apply to the Ontario Court of Justice, General Division:

- for an order requiring the landlord to make repairs;
- for authorization of repairs which have already been done by a tenant;
- for an “abatement of rent” (a temporary reduction in rent) if the dwelling has not been properly maintained or repaired;
- to end a tenancy; or
- for return of a security deposit and/or for payment of interest on the deposit.

A LANDLORD'S RIGHTS AND LEGAL REMEDIES

A landlord has the right to apply to the Ontario Court of Justice, General Division:

- for an order declaring a tenancy ended;
- for a 'writ of possession' (eviction order);
- for payment of arrears of rent or compensation for damage; or
- to enforce a tenant's notice of termination (or written agreement to terminate).

EVICCTIONS

A landlord can regain possession of a rental dwelling if a tenant has moved out or abandoned the dwelling.

However, if the tenant has not moved, the landlord must obtain a court order and a writ of possession before the tenant can be removed. A tenant can be physically removed only by a sheriff acting on a Court order.

VITAL SERVICES

A landlord cannot withhold the reasonable supply of vital services which are required to be provided under a tenancy agreement. Vital services include heat, fuel, electricity, gas and water.

In addition, a landlord cannot interfere with the supply of these vital services, whether or not the landlord is obliged to provide them under the tenancy agreement.

TENANT SECURITY

The Ontario Court of Justice, General Division must refuse a landlord an order permitting eviction if the Court decides that the landlord:

- has not lived up to his or her obligations;
- wants to evict a tenant because he or she has complained about the landlord's violation of health, safety or housing laws;
- is retaliating against a tenant who sought to exercise his or her legal rights;
- wants to evict a tenant because he or she belongs to a tenant's association or is trying to organize one;
- wants to evict a tenant because of the presence of children (except in cases of overcrowding or where the dwelling is unsuitable for children).

In addition, the Court may refuse an eviction order where it would not be unfair to do so.

POSTING THE ACT

A landlord of a residential rental building with more than one unit and common facilities (such as a lobby) must post and keep posted a copy of Part IV of the *Landlord and Tenant Act* (or the official summary) in a place where it can be easily seen.

The legal name of the landlord, and an address at which the landlord can be served with notices, must also be posted.

OFFENCES AND PENALTIES

The *Landlord and Tenant Act* allows for fines up to \$5,000 for an individual or \$25,000 for a corporation convicted of offences under the Act, including:

- altering locks;
- withholding or interfering with vital services;
- failing to post a copy of Part IV of the Act (or the official summary), and/or the landlord's legal name and address;
- evicting without a court order;
- seizing a tenant's property for non-payment of rent.

DWELLINGS NOT COVERED BY THE ACT

Some types of accommodation are not covered by the *Landlord and Tenant Act*. Exemptions include:

- dwellings occupied for business or agricultural purposes with accommodation attached, where there is a single lease and the same person occupies both dwellings;
- dwellings in which the occupant shares bathroom or kitchen facilities with the owner and/or members of the owner's immediate family living in the same building;
- dwellings occupied by members of a non-profit cooperative housing corporation;
- accommodation for the travelling and vacationing public in hotels, motels, resorts, cottages, trailer parks, etc.;
- accommodation occupied to receive therapy or rehabilitation, as long as (i) it is agreed in advance that the occupant will move out when the goals of the therapy or rehabilitation are met, or it is clear the goals will not be met, and (ii) the average stay by any resident in the building, whether or not they are involved in a therapy or rehabilitation program, is not longer than 6 months;

- accommodation governed by the *Public Hospitals Act*, the *Private Hospitals Act*, the *Community Psychiatric Hospitals Act*, the *Mental Hospitals Act*, the *Homes for the Aged and Rest Homes Act*, the *Nursing Homes Act*, the *Ministry of Correctional Services Act*, the *Charitable Institutions Act*, the *Child and Family Services Act*, or Schedule I, II or III of Regulation 272 under the *Developmental Services Act*;
- accommodation for penal or correctional purposes;
- short-term accommodation provided as emergency shelter;
- accommodation related to employment on a farm;
- accommodation rented as vacation homes for seasonal or temporary periods not longer than four months.

In addition, certain types of accommodation provided by educational institutions to students and staff are not covered by Part IV of the Act. Part IV will not apply if:

- most of the residents are under 18 years of age; or
- all major questions related to the accommodation are decided after consultation with a residents' council or association.

However, if the accommodation has its own self-contained bathroom and kitchen facilities, and is intended for year-round accommodation by full-time students or staff, it is covered by Part IV.

FOR MORE INFORMATION

If you have any questions about the *Landlord and Tenant Act*, contact your area Rent Control office. You can call toll-free if you live outside the local dialing area of an office.

You can purchase a copy of the Act in person at any Rent Control office, or from Publications Ontario at 880 Bay Street, Toronto, Ontario, M7A 1N8.

A cheque or money order payable to the "Minister of Finance" must accompany any order sent by mail. Publications Ontario also accepts orders made by telephone if charged to VISA or MASTERCARD: Call (416) 326-5300 in Toronto, or toll-free 1-800-668-9938. Persons with hearing impairments may order by phone by calling (416) 325-3408 in Toronto, or toll-free 1-800-268-7095.

RENT CONTROL OFFICES

Barrie

(705) 737-2111

Toll-free: 1-800-461-2882

Hamilton

(905) 528-8701

Toll-free: 1-800-668-9565

Kingston

(613) 548-6770

Toll-free: 1-800-263-6092

Kitchener

(519) 579-5790

Toll-free: 1-800-265-8926

London

(519) 679-7270

Toll-free: 1-800-265-0937

North Bay

(705) 476-1231

Toll-free: 1-800-463-4815

Oshawa

(905) 723-8135

Toll-free: 1-800-461-0837

Ottawa

(613) 230-5114

Toll-free: 1-800-263-8957

Owen Sound

(519) 376-3202

Toll-free: 1-800-265-3737

Peterborough

(705) 743-9511

Toll-free: 1-800-461-0255

St. Catharines

(905) 684-6562

Toll-free: 1-800-263-4937

Sudbury

(705) 675-4373

Toll-free: 1-800-461-9909

Thunder Bay

(807) 475-1595

Toll-free: 1-800-267-0898

Timmins

(705) 264-9555

Toll-free: 1-800-461-5851

Toronto

(416) 326-9800

Etobicoke - City of York

(416) 314-0780

Mississauga

(905) 270-3280

Toll-free: Zenith 9-6000

North York

(416) 314-9550

Scarborough - East York

(416) 314-8640

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